

Frequently Asked Questions

PORTAL FAQs

What is the Employee Portal?

A central location where employees can access their basic HR and Payroll information, including paystubs, absence data, and their employee profile.

How do I access the employee portal?

Please see the *"How to Login to Employee Portal"* Link

<https://www.hscdsb.on.ca>

What If I can't login using my board credentials?

Contact the Information Technology Department using one of the following methods in chronological order:

1. IT help Desk <https://ithelpdesk.hscdsb.on.ca>
2. Email: IT@hscdsb.on.ca
3. Phone: 705-945-5650

Why can I only edit some of the information in the portal?

- Not all information can be edited. Some fields are locked.
- Any changes in the employee portal will require approval for the HR Department.
- When making changes, please make all changes before saving. Once you hit save, your profile record will be locked from making further changes until HR approves the initial changes.

ABSENCE REPORTING FAQs

Will there be any changes in how I report an absence?

NO, continue using Easy Connect and the Leave Request form.

Absence data: Personal > Absences

- Only absence balances have been migrated to the new system.
- Historical information will not appear in the system. Refer to your old pay stub to validate balances.
- Moving forward all absence transactions will be viewable in the portal.

How to I report a discrepancy in my absence Details?

Send and email reporting the issues to HRPsupport@hscdsb.on.ca

TIMESHEETS FAQs

Will there be any changes in how I submit a timesheet?

Continue submitting timesheet using your current method.

PAYSTUB FAQs

How will I receive my paystub?

Paystubs will only be provided via the online Edsembli portal and no longer emailed to employees. Everyone must use the portal.

Seeing my paystub in the portal.

- From June 10, 2024, paystubs will be displayed on the web portal.
- You will see your first paystub appear in the portal after your first pay has been processed.
- *At the latest, your paystub will appear the day prior to your bank deposit date.*

What if I don't receive my paystub the day before your bank deposit?

Contact: HRPsupport@hscdsb.on.ca

What should I do if I notice a discrepancy on my paystub?

When transitioning from one payroll system to another it is quite common to notice small variations in your benefit/deduction amounts.

Assuming the same number of hours/days worked between the two periods your gross pay should match.

If you notice a discrepancy, check the following:

If paid by timesheet:


- Was your timesheet in on time?
- Was your timesheets approved by your principal / supervisor?
- Ensure your hours were input into Easy Connect.

If you still see discrepancies, please contact. HRPsupport@hscdsb.on.ca with a detailed explanation.

Why can't I see the hours worked on my pay stub?

Hours are not displayed on paystub anymore.

Deductions

-  For Non-Union employees, Cowan benefit deductions will now be deducted once a month instead of on every pay. These deductions will appear on the first pay of the month.
- Employees may notice a difference in tax calculations for the first few pays. Tax calculations are set according to the government of Canada taxes and deduction standards.

- Extra tax deductions (TD1 election) are no longer listed on a separate line, they are included in the Tax line on the paystub

Where do I find my absences in the employee portal?

Absences tracking in the employee portal. Balances, History and allocations will be reported in personal/Absences.

Paid absences will show in the area, Unpaid absences will show in the paystub.

Where do I find my timesheets in Edsembli?

Once fully approved and processed they will be in the same location as your pay stub.

Click on Personal/Pay Stub/Click “[View Timesheet](#)” located under Pay Date.

T4s FAQs

Where do I get my T4s?

T4s for this calendar year will be available through the online portal in February 2025.

Previous years’ T4 have already been emailed to all employees.

Please note, you can also retrieve T4s from HSCDSB from 2023 and earlier, from your Canada Revenue Agency account. <https://www.canada.ca/en/revenue-agency/services/e-services/digital-services-individuals/account-individuals.html>

ROE’s FAQs

Change in systems requires the Board to issue a Record of Employment (ROE) for every employee as we close out our current system (SDS) and move to Edsembli. ROE’s for all employees will be reported to Service Canada upon shutdown. If you typically receive an ROE at the end of the school year, another ROE will be issued at that time from the new system.

If you need to retrieve your ROEs, you can do so through your Canada Revenue Agency account. <https://www.canada.ca/en/revenue-agency/services/e-services/digital-services-individuals/account-individuals.html>